

v. Choice of forum	Section 19(h)	Subject to potential limitations of your state’s law, arbitration must be in Seattle, Washington, except we may take action in other jurisdictions as may be necessary to obtain declaratory, injunctive, or other relief, subject to applicable state law.
w. Choice of law	Section 19(h)	Subject to potential limitations of applicable state law, Washington law applies for construction and interpretation of the Franchise Agreement but does not give rise to statutory or regulatory claims that would not otherwise apply.

## **ITEM 18. PUBLIC FIGURES**

We do not use any public figure to promote our franchise system.

## **ITEM 19. FINANCIAL PERFORMANCE REPRESENTATIONS**

The FTC’s Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the Disclosure Document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location under particular circumstances.

We make the following historic financial performance representations about subsets of our existing franchised territories:

### **GROSS SALES BY TERRITORY**

#### **Gross Sales For Months 1 – 12**

Chart 1 below illustrates Gross Sales for the twelve (12) month period from month one (1) to month twelve (12) for territories that were in operation twelve (12) months or longer on September 30, 2024. It includes a territory’s Gross Sales from its first twelve (12) months of operation regardless of how long the territory has been in operation. Therefore, the data for a particular territory may be for a year prior to 2024.

**Chart 1**

<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Months 1-12</b>	<b>Avg. Gross Sales for Months 1-12</b>	<b>Median Gross Sales for Months 1-12</b>	<b>Lowest Gross Sales for Months 1-12</b>	<b>% of Franchised Territories Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>
33	\$771,306	\$228,014	\$140,181	\$0	30%	10
<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Month 12</b>	<b>Avg. Gross Sales for Month 12</b>	<b>Median Gross Sales for Month 12</b>	<b>Lowest Gross Sales for Month 12</b>	<b>% of Franchised Territories Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>
33	\$143,446	\$38,861	\$29,043	\$0	35%	11

As of September 30, 2024, we had a total of seventy-three (73) territories operating. Chart 1 does not include information for thirteen (13) territories that had not been in business or have performance obligations for twelve (12) months or longer. In order to reflect changes in the industry, such as the impact of COVID-19 and a changing economic and regulatory environment, as well as changes in the Nurse Next Door system, Chart 1 also does not include thirteen (13) territories that began operations prior to October 1, 2020. In our view, these changes mean that franchisee performance from 2020 and earlier is not reflective of what is likely to occur today. Chart 1 does include seven (7) territories that were operated by different franchisees during the first three (3) years. It does not include data from territories that ceased operations during the relevant period. Thirty-six (36) territories ceased operations during the relevant period, including fifteen (15) territories that ceased operations in their first twelve (12) months of operations.

### **Gross Sales for Months 13 – 24**

Chart 2 below illustrates Gross Sales for the twelve (12) month period from month thirteen (13) to month twenty-four (24) for territories that were in operation twenty-four (24) months or longer on September 30, 2024. It includes a territory's Gross Sales from its second twelve (12) months of operation regardless of how long the territory has been in operation. Therefore, the data for a particular territory may be for a year prior to 2024.

**Chart 2**

<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Months 13-24</b>	<b>Avg. Gross Sales for Months 13-24</b>	<b>Median Gross Sales for Months 13-24</b>	<b>Lowest Gross Sales for Months 13-24</b>	<b>% of Franchised Territories Attaining Over Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>
13	\$2,134,807	\$651,298	\$496,995	\$0	38%	5
<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Month 24</b>	<b>Avg. Gross Sales for Month 24</b>	<b>Median Gross Sales for Month 24</b>	<b>Lowest Gross Sales for Month 24</b>	<b>% of Franchised Territories Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>
13	\$217,242	\$63,333	\$48,463	\$0	31%	4

As of September 30, 2024, we had a total of seventy-three (73) territories operating. Chart 2 does not include information for forty (40) territories that had not been in business or have performance obligations for twenty-four (24) months or longer. In order to reflect changes in the industry, such as the impact of COVID-19 and a changing economic and regulatory environment, as well as changes in the Nurse Next Door system, Chart 2 also does not include thirteen (13) territories that began operations prior to October 1, 2020. In our view, these changes mean that franchisee performance from 2020 and earlier is not reflective of what is likely to occur today. Chart 2 does include seven (7) territories that were operated by different franchisees during the first three (3) years. Thirty-six (36) territories ceased operations during the relevant period, including fifteen (15) territories that ceased operations in their first twelve (12) months of operations.

### **Gross Sales for Months 25 – 36**

Chart 3 below illustrates Gross Sales for the twelve (12) month period from month twenty-five (25) to month thirty-six (36) for territories that were in operation thirty-six (36) months or longer on September 30, 2024. It includes a territory's Gross Sales from its third twelve (12) months of operation regardless of how long the territory has been in operation. Therefore, the data for a particular territory may be for a year prior to 2024.

**Chart 3**

<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Months 25-36</b>	<b>Avg. Gross Sales for Months 1-25-36</b>	<b>Median Gross Sales for Months 25-36</b>	<b>Lowest Gross Sales for Months 25-36</b>	<b>% of Franchised Territories Attaining Over Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>

3	\$1,621,974	\$1,248,753	\$1,614,948	\$509,338	67%	2
<b>Number of Franchised Territories</b>	<b>Highest Gross Sales for Month 36</b>	<b>Avg. Gross Sales for Month 36</b>	<b>Median Gross Sales for Month 36</b>	<b>Lowest Gross Sales for Month 36</b>	<b>% of Franchised Territories Meeting or Exceeding Average</b>	<b>Number of Franchised Territories Meeting or Exceeding Average</b>
3	\$188,978	\$119,422	\$102,682	\$66,606	33%	1

As of September 30, 2024, we had a total of seventy-three (73) territories operating. Chart 3 does not include information for fifty (50) territories that had not been in business or have performance obligations for thirty-six (36) months or longer. In order to reflect changes in the industry, such as the impact of COVID-19 and a changing economic and regulatory environment, as well as changes in the Nurse Next Door system, Chart 3 also does not include thirteen (13) territories that began operations prior to October 1, 2020. In our view, these changes mean that franchisee performance from 2020 and earlier is not reflective of what is likely to occur today. Chart 3 does include seven (7) territories that were operated by different franchisees during the first three (3) years. Thirty-six (36) territories ceased operations during the relevant period, including fifteen (15) territories that ceased operations in their first twelve (12) months of operations.

### **Average Gross Sales Per Client For Twelfth Month Of Operation**

As of September 30, 2024, the “average Gross Sales per client per month” for franchise businesses during their twelfth month of operation was \$3,188. The “median Gross Sales per client per month” for this same month was \$2,939. The “high Gross Sales per client per month” for this same month was \$6,052. The “low Gross Sales per client per month” for this same month was \$1,105.

There has been no material change to the information provided in this Item 19 due to COVID-19.

### **Admonitions And Other Information**

The figures were compiled from data received from the franchisees using a centralized scheduling system of reporting. The data received from franchisees was not prepared in accordance with general accepted accounting principles.

**Some franchise partners have earned this amount. Your individual results may differ. There is no assurance you will earn as much.**

Written substantiation for the financial performance representations will be made available to you upon reasonable request.

Gross Sales means all sales generated by a franchisee’s business and includes fees for any services sold by franchisees, and all other income related to a franchisee’s business. Gross Sales does not include any sales tax that a franchisee collects from customers and pays to any taxing authority. Gross Sales also does not include the amount of any refund or credit given in good faith by a franchisee in respect of any services, or products returned or exchanged by a customer, provided that the original selling price was included in Gross Sales.

These figures do not reflect the costs of sales, operating expenses, or other costs or expenses that must be deducted from the gross revenue or gross sales figures to obtain your net income or profit. You should conduct an independent investigation of the costs and expenses you will incur in operating your Nurse Next Door business. Franchisees or former franchisees, listed in this disclosure document, may be one source of this information.

Other than the preceding financial performance representation, we do not make any financial performance representations. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to our management by contacting our President and Chief Executive Officer, Cathy Thorpe, at Suite 300 – 1788 West 5th Avenue, Vancouver, British Columbia V6J 1P2, 604-228-4357; the Federal Trade Commission; and the appropriate state regulatory agencies..

## ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

Unless otherwise indicated, all numbers are as of September 30 each year.

**Table No. 1**  
**System-wide Outlet Summary**  
**For Years 2022 to 2024 and Period Ending September 30, 2024**

<b>Outlet Type</b>	<b>Year</b>	<b>Outlets Open at Start of Year</b>	<b>Outlets Open at End of Year/Period</b>	<b>Net Change</b>
Franchised	2022	33	50	+17
	2023	50	74	+24
	2024	74	73	-1
Company Owned	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
Total	2022	33	50	+17
	2023	50	74	+24
	2024	74	73	-1